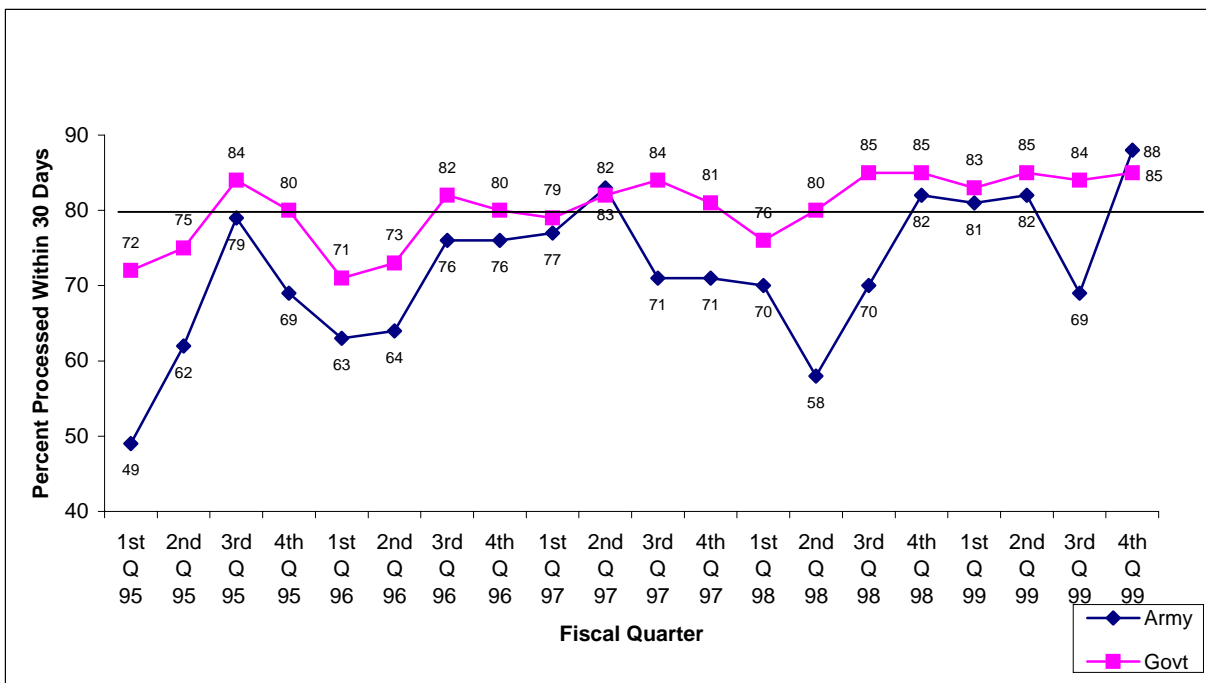


2-1. Timeliness of Processing Retirement, Refund, and Death Benefits

Objective: OPM Standard is Not Less Than 80% of the Actions Processed Within 30 Days

Assessment: Met



Source: OPM "Aging of Separation" report

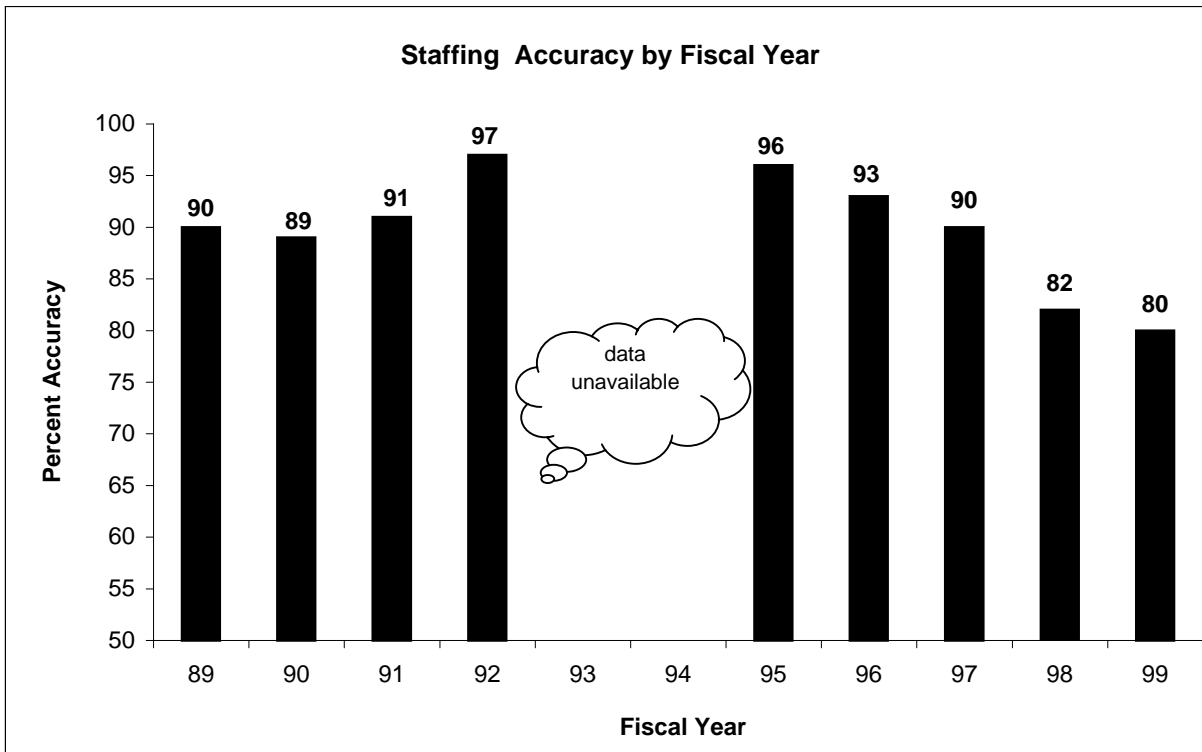
Analysis:

- Army met its objective in FY99. The OPM Congressionally-mandated timeliness standard requires that 80% of all retirement, refund and death claims be received by OPM within 30 days of separation. Army's weighted average (the quarterly percents shown above are weighted by the number of actions per quarter) was 81%. Army achieved its highest rate ever in the 4th quarter (88%), exceeding the government-wide rate (85%).
- The above figures are based on the total number of retirement, death and refund claims submitted by Army employees. Because there are more retirement claims than death and refund claims, the average is skewed towards the timeliness of retirement claims processing.

2-2. Staffing - Regulatory and Procedural Compliance

Objective: Not Less than 90% Accuracy

Assessment: Not Met



Source: USACPEA survey reports

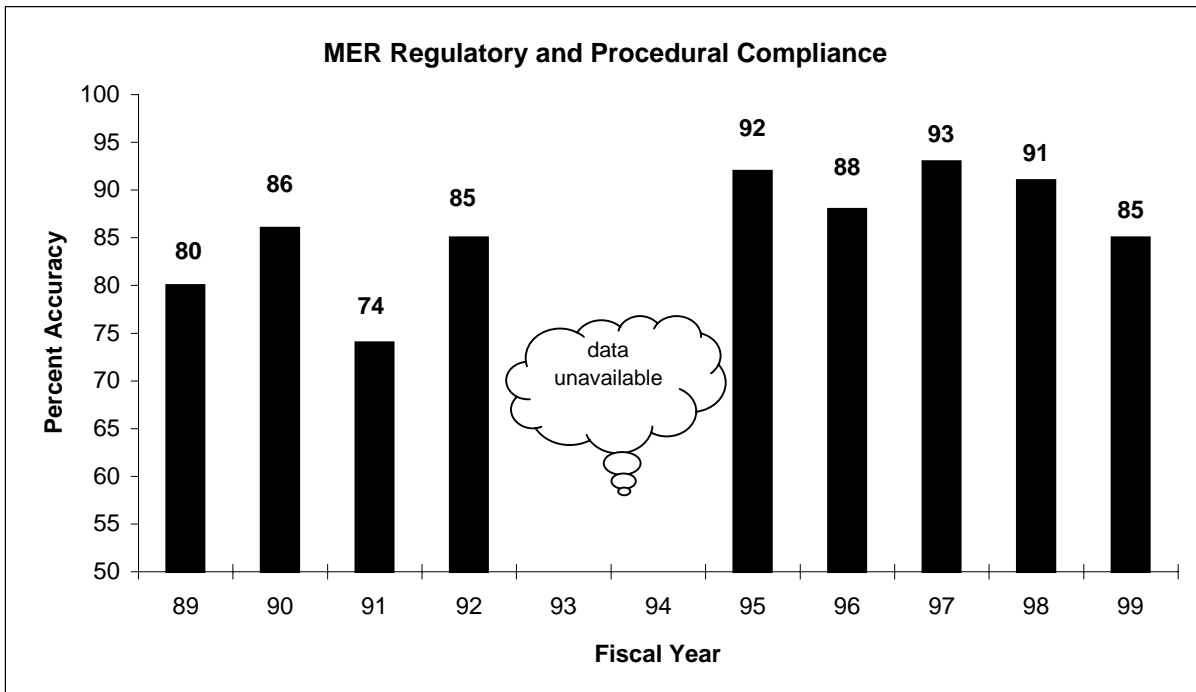
Analysis:

- Army did not meet its objective of 90% accuracy. Note that the FY99 sample (100 actions in the South Central CPOC) is smaller than in other years and represents only one CPOC.
- USACPEA attributes the relatively low FY98 and FY99 compliance rates to the loss of experienced personnel and to the limited improvements in operations and practices in the regional Staffing Services Divisions. USACPEA's explanation is based on interviews with personnelists.
- See page iii for a discussion of sampling, an explanation of FY93-94 missing data and the small FY99 sample.
- Staffing regulatory procedural compliance is determined by conformance with requirements of law, regulation, and prescribed government-wide standards in the areas of appointments, promotions and internal placements (including reassignments, changes to lower grade, transfers, details and position changes during a period of grade or pay retention).

2-3. Management Employee Relations - Regulatory and Procedural Compliance

Objective: Not Less than 90% Accuracy

Assessment: Not Met



Source: USACPEA survey reports

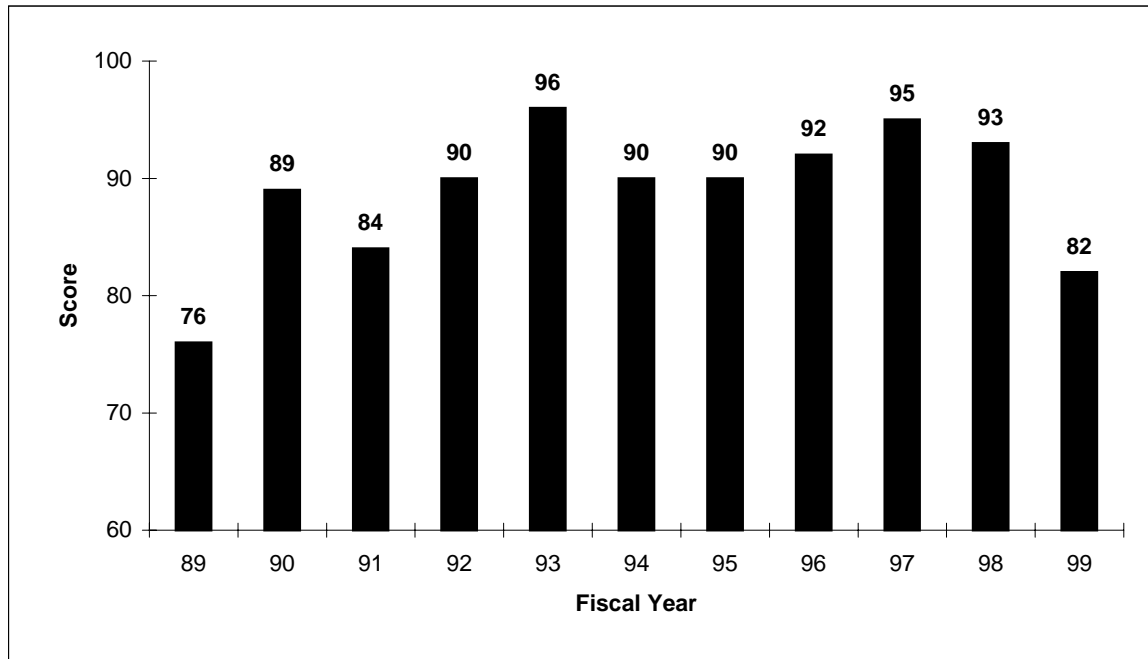
Analysis:

- Army did not meet its objective of 90% accuracy. Note that the FY99 sample is smaller than in other years and represents only four CPACs.
- Two of the four CPACs had 100% compliance. The non-compliance at the remaining CPACs was in the area of incentive awards.
- See page iii for a discussion of sampling, an explanation of FY93-94 missing data and the small FY99 sample. See Appendix, p. A14, for individual on-site review information.
- Management-Employee Relations regulatory and procedural compliance is determined by conformance with requirements of law, regulation, and prescribed Government-wide standards in the areas of awards (quality-step increases, on-the-spot, special act/service, and performance) and adverse/disciplinary actions (removals for cause, conduct-related involuntary reductions in grade or pay, performance-based actions, suspensions, reprimands, and denial of within-grade increases).

2-4. HQ ACPERS Data Quality - OPM's CPDF Data Quality Composite

Objective: Score of at Least 96 (OPM Standard)

Assessment: Not Met



Source: U.S. Office of Personnel Management (OPM) Report

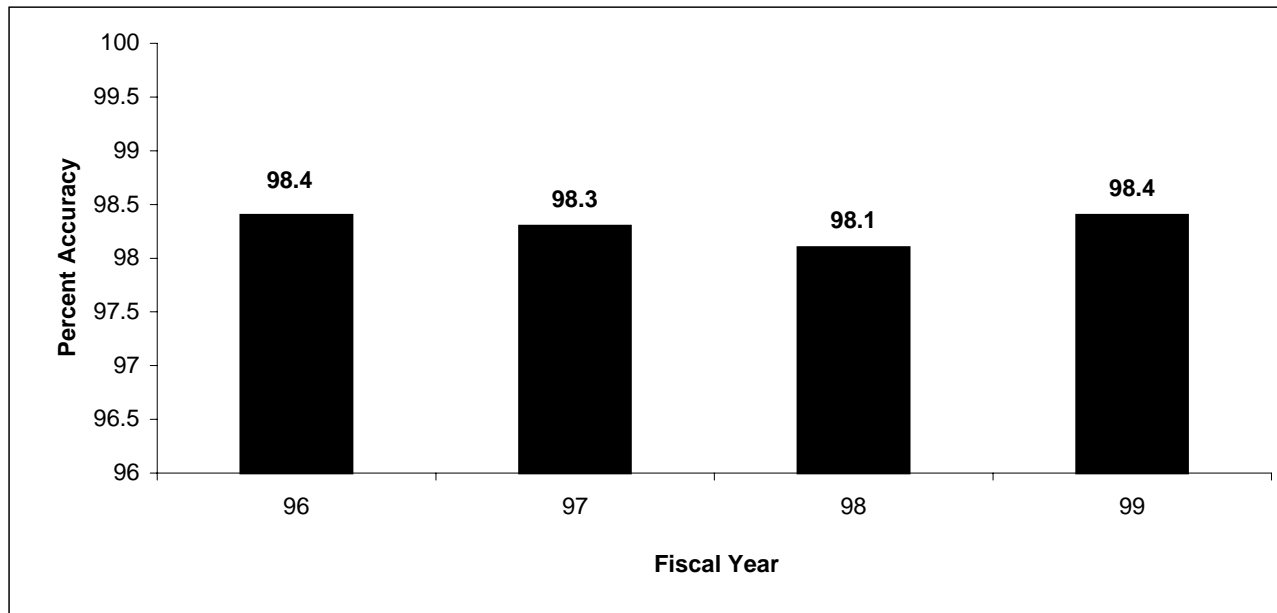
Analysis:

- Army did not meet OPM's quality composite standard.
- The score displayed is a composite of seven items: (1) days to submit, (2) percent of records with valid data in the most used fields, (3) number of data elements valid on 99% of records, (4) percent of records without errors (status file), (5) percent CPDF record count compared to SF113A count, (6) percent of records timely, (7) percent of records without errors (dynamics file). See Appendix, p. A15, for OPM standards and Army performance on the individual items.
- OPM reports accuracy for quarterly periods. Fiscal year data presented above are averages of data for four quarters. The FY99 score represents only the first two quarters; third and fourth quarter data were not available at the time of publication. The *FY98 Annual Evaluation* contained data on only the first two quarters of FY98. Updating that with data from the last two quarters, the FY98 score declines from 96 to 93, and the objective was not met in FY98.

2-5. HQ ACPERS Data Quality - HQ ACPERS Quality Control Report

Objective: At least 98% Accuracy

Assessment: Met



Source: HQ ACPERS Quality Control Report (PCN:ZMA-56A) produced by HQDA (SFCP-PSI)

Analysis:

- Army met its objective of 98% accuracy for FY99.
- The Quality Control Report covers appropriated fund, U.S. citizen only. It is provided to the field (based on POI) on a quarterly basis. Although summary data are presented here, the report identifies individual errors to the field. The report has two limitations -- it covers a subset of DCPDS data fields and checks for field completion and a specified range of values only. Data errors not covered in this report are known to exist.
- The report has been in production for years. Unfortunately, copies of the pre-FY96 reports were not retained.

2-6. DCPDS Data Quality

Objective: Not Less than 97% Accuracy

Assessment: Met

Item Reviewed	# Items Reviewed	# Items Accurate	% Accuracy
Employee Name	71	71	100.0%
Social Security Number	71	71	100.0%
Type of Appointment	71	71	100.0%
Employee Tenure	71	71	100.0%
Civilian Position Control Number	71	71	100.0%
Pay Rate Determinant	71	71	100.0%
Retirement Plan	71	71	100.0%
Federal Employee Retirement System Coverage	71	71	100.0%
Performance Rating	71	64	90.1%
Performance Rating Date	71	67	94.4%
Service Computation Date (SCD) - Leave	71	67	94.4%
Veterans Preference	71	71	100.0%
Pay Plan	71	71	100.0%
Pay Grade	71	71	100.0%
Pay Step	71	71	100.0%
Base Salary	71	71	100.0%
Locality Adjustment	71	71	100.0%
Pay Basis	71	71	100.0%
Within Grade Increase Due Date	71	71	100.0%
Product Distribution Flag	71	71	100.0%
Payroll Interface Flag	71	71	100.0%
Key/Emergency Essential Employee	71	71	100.0%
Key/Emergency Essential Position	71	71	100.0%
Supervisory Level	71	71	100.0%
TOTAL	1,704	1,689	99.1%

Source: USACPEA survey reports

Analysis:

- The objective was met - data accuracy averaged 99% Army wide. As shown above, 21 of the 24 individual data elements met the objective. Note that the FY99 sample represents only the South Central CPOC.
- Data accuracy is defined as the "value" in the official personnel folder (OPF) being the same as that in DCPDS. No historical data are presented because the methodology has changed (i.e., earlier reviews were against HQ ACPERS data and some of the items reviewed have changed).
- USACPEA sees high data accuracy as a result of centralized control of data input. Regionalization created concentrations of Information Systems expertise at CPOCs where some extremely effective automated data verification routines are used to conduct quality control.